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From: Pearl. Lombardo [mailto:pearllombardo@freecomusa.com]

Sent: Wednesday, June 11, 2008 4:38 PM

To: Erskine, Randy H.

Subject: CLEC Service Quality Reporting Requirements

Importance: High

2004-211-C

To Whom It May Concern:

Please find attached the South Carolina CLEC Service Quality Report for Tennessee Telephone Service, LLC d/b/a Freedom Communications USA. Please feel free to contact me for further information

Sincerely,

Pearl Lombardo

615-229-2137

pearllombardo@freecomusa.com



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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Tennessee Telephone Service, LLC

QUARTER / YEAR

1st / 2008

Month:

Jan Feb March

Number of Customer Access Lines

327 359 384

Trouble Reports / Access Line (%)

17/5% 16/4% 22/6%

Customer Out of Service Clearing Times (%)

100% 100% 100%

New Installs Completed w/in 5 Days (%)

91% 93% 98%

Commitments Fulfilled (%)

90% 94% 94%

Comments / Explanations: _____

Person Making Report / Contact Information:

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